

HANOVER LOCAL HUMAN RIGHTS COMMITTEE MINUTES

DATE: September 6th, 2011

PRESENT: **Committee Members:** Taneika Goldman, Lynn Goodale, Sharon Taylor,
Shahneese Wright-Hall Oulusola Akinkuade

Committee Member absent: Anjelique Nettleton, and Eddie Barlow

Human Rights Manager: Beverly Garnes Human Rights Manager, DBHDS

Affiliate Members: Nicelle Cooper, Ascending Dove Residential
Lena Oliver, Bethel Residential Home
Dyane Winn, Creative Family Solutions
Sandy Hodges, Destiny Services, Inc
Jennifer Fidura, Fidura & Associates
Diane Dillard & Wanda Cross, Hanover Adult Center
Susan Cunningham, Hanover Community Services
Charletta Darville, Life Changing Services
Elmira King, Milestone
Barbara Riggins, Riggins Residential
Stanley Cousins, The Lamono Agency
A Leavelle Cox, VELDOT Residential Services
Crystal Burgess, Virginia Baptist Children's Home
Kristin Yavorsky, Virginia Supportive Housing
Rebecca Shifflett, Wall Residences
Lawrence Gunn, Youth Counseling Services

Affiliate Members

Absent: Community Counseling Group, Inc
Comprehensive Counseling Group, Inc
Dimension Youth Services
Envision Solutions
Heart Felt Family Services
Key Support Services
Mental Health Support Services
Pathways to Success
Step N' Up
Transitional Day Support

WELCOME: Taneika Goldman called the meeting to order and welcomed all attending.

AGENDA ITEMS:

- I. Approval of Minutes:** The minutes from the June 7th meeting were approved subject to corrections that are made by secretary.
 - a. Changes are as follows:**
 - i. Susan Cunningham (Hanover Community Services) wishes to change the word incident to allegation.)
 - ii. Affiliate Members: Stanley Lamano is Stanley Cousins
- II. OFFICE Of HUMAN RIGHTS/COMMITTEE UPDATES & ANNOUNCEMENTS:**

Beverly Garnes reports:

 - LHRC meeting minutes are kept for 5 years
 - FOIA requests that LHRC agenda packets/materials are kept for 3 years; please ensure all reports are turned in.

- Quarterly Reports of Human Rights Activities are to be submitted two weeks prior to the December 6, 2011 meeting.
 - Affiliates/Providers that have not signed and submitted Cooperative Agreement must provide a copy to the Chair person who will sign and return a copy to provider.
- Need clarification regarding timeframe for submitting Quarterly Report of Human Rights Activities. Continue as usual until other information is given. Current date range Aug 23-Nov 22.

III. **Affiliate Reports:**

- Please ensure you are using the new form and all information is filled in correctly
 - Providers that are unable to attend LHRC meetings should plan to send an alternate to discuss their reports.
- a. **Ascending Dove Residential Care:** Nicelle Cooper reported there was one allegation of abuse. Nicelle reported that a staff person used inappropriate restraint technique on a female customer. There were bruises on clients arm, and there was no incident report filed. Staff person was suspended for 3 days and paid out of pocket for Crisis Wave Behavior Management Training. Staff person was later terminated due to nonchalant behavior towards handling clients inappropriately physically. There were no program changes for the quarter.
 - b. **Bethel Residential Home:** Lena Oliver reported there was one allegation of abuse and neglect, and one complaint case for the quarter. Lena reported that client was retrained for attempting to hit staff. Client had irrational behavior towards staff and accused staff of pushing client down stairs, beating her up, and choking her. APS, Case Manager, and Bethel Director was contacted. Full investigation was completed with the support of Chesterfield Employment Services, and CSB worker. Bethel staff was taken off the shift for the weekend until investigation was completed.
 - c. **Community Counseling Group, Inc.:** Absent
 - d. **Comprehensive Counseling Group, LLC:** John Brooks reported that Comprehensive Counseling Group has not received their license therefore has nothing to report during this quarter.
 - e. **Creative Family Solutions:** Dyann Winn reported that there were no allegations of abuse or neglect. There were no complaint cases or any program changes for the quarter.
 - f. **Destiny Services:** Sandi Hodges reported there were no allegations of abuse or neglect. There was one complaint reported in regards to misconduct. During this reporting period, a counselor was involved in an informal complaint and investigated. The counselor was reduced to part-time status, and then the counselor chose to leave Destiny Services on their own will.
 - d. **Dimension Youth Services:** Absent
 - e. **Envision Solutions:** Absent
 - f. **Fidura & Associates, Inc.:** Jennifer Fidura reported that there were no allegations of abuse or neglect. There were no complaints or program changes for the reporting period.
 - g. **Hanover Adult Center:** Diane Dillard reported there were no allegations of abuse or neglect. There were no complaints or program changes for the quarter.
 - h. **Hanover Community Services:** Susan Cunningham reported there were no allegations of abuse or neglect. There were 2 complaints for the quarter with the Day program. One complaint is still pending formal investigation. Both complaints involve the improper

restriction of rights by suspending client from services without exhausting lesser restrictive alternatives and not following HCCSB procedures. A corrective action plan has been put in place for the program, and the HCCSB will consult with the contract Behavior Specialist to assist staff with their training plans. There were no program changes for the quarter.

- i. **Key Support Services, LLC:** Absent
- j. **Life Changing Services, LLC:** Charletta Darville reported that Life Changing Services, LLC has not received their license therefore has nothing to report during this quarter.
- k. **Milestone:** Elmira King reported there were two allegations of abuse and neglect and informal investigations were conducted and resolved. There were no program changes for the quarter.
- l. **Pathways To Success, LLC:** Absent
- m. **Riggins Residential:** Barbara Riggins reported there were no allegations of abuse and neglect. There no complaints, or program changes for the quarter.
- n. **Step N' Up:** Absent
- o. **The Lamano Agency:** Stanley Cousins reported that there were no allegations of abuse or neglect. There were no complaint cases reported for the quarter. Stanley Cousins request to add service locations to the licensing specialist to cover Henrico County.
- p. **Transitions Day Support Services:** Absent
- q. **VELDOT Residential Services:** Leavelle Cox reported one allegation of abuse and neglect. A client attempted to get keys from staff's neck resulting in a physical encounter. Individual's behavior was precipitated psychiatric based need for med evaluation and change as well as psychiatric evaluation. Staff, personnel, Behavior Specialist, and Group Home Director were involved. The allegation was resolved after the client was separated from home for 25 days for evaluation and treatment.
- r. **Virginia Baptist Children's Home & Family Services – DDM:** Crystal Burgess reported there were no allegations of abuse, and one allegation of neglect. This was a peer to peer allegation involving a resident being smacked on the back by another resident. Staff inspected for injuries. No staff neglect was found, and no injuries were sustained. There were no complaint cases, or program changes reported for the quarter.
- s. **Virginia Supportive Housing:** Kristin Yavorsky reported no allegations of abuse or neglect. There were no complaint cases or program changes for the quarter.
- t. **WALL Residences LLC:** Rebecca Shifflett reported no allegations of abuse or neglect. There were no complaint cases or program changes for the quarter.
- u. **Youth Counseling Services:** Lawrence Gunn reported there were no allegations of abuse or neglect. There were no complaint cases or program changes for the quarter.

NEW BUSINESS: Quarterly Reports are due on November 23rd

NEXT MEETING: December 6th, 2011 at 5:00 p.m. in the DSS Meeting Room

ADJOURNMENT: MEETING ADJOURNED

Respectfully submitted by: _____

Robbin Branch